

AMENDMENTS TO THE SPECIFICATION

Please replace the title of the invention with the following new title:

CONTACT CENTER WITH NORMALIZED MULTIPLE PROTOCOL
ARCHITECTURE

Please replace paragraph 17 with the following amended paragraph:

[0017] The contact center further comprises a ~~nuasis~~ database, coupled to a workflow engine, the ~~nuasis~~ database configured to record a set of transaction data produced by the workflow engine, wherein the workflow engine is the immediate workflow engine or a deferred workflow engine, an in memory database coupled to the ~~nuasis~~ database, the in memory database configured to replicate the set of transaction data in the ~~nuasis~~ database, further wherein the in memory database is replicated in each of the at least one node and a contact history viewer, the contact history viewer configured to allow the plurality of agents to view the set of transaction data.

Please replace paragraph 67 with the following amended paragraph:

[0067] Referring back to the incoming call, when the voice router 144 signals the immediate workflow engine 154 that a call has arrived, the immediate workflow engine 154 starts the predetermined, programmable workflow. This workflow will eventually request a node to which the call will be sent. The immediate workflow engine 154 will then record this event in the Nuasis database 156. The software ACD 152 then looks to the node router 146 using dynamic information collected from the nodes including to inquire as to what nodes and agents 150 are logged in. The software ACD 152 matches the requirements of the call with the agent 150 data in the node router 146 and then determines which agent 150 is available and best qualified to answer the call. Once this is established, the immediate workflow engine 154 signals the voice router 144, which in turn instructs the proxy 132 to disconnect from the media server/conference bridge 134 in the hub 115, and to send both the SIP and the RTP portion of the call to be reconnected to a proxy 162 and media

server/conference bridge 164 respectively, of the appropriate node. In the case where no agent 150 is available after some configuration time, the software ACD 152 chooses another node based on predetermined routing criteria.

Please replace paragraph 74 with the following amended paragraph:

[0074] Still referring to FIG. 2a and FIG. 2b, the web collaboration router 142 notifies the immediate workflow engine 154 that the customer 101 is seeking a web collaboration and/or a chat session. The customer's 101 information collected in the web form will then be entered into the immediate workflow engine 154. When the immediate workflow engine 154 receives the customer 101 information, the immediate workflow engine 154 will eventually request a node to which the customer 101 will be sent. The immediate workflow engine 154 will then record this event in the Nuasis database 156 before the software ACD 152 begins to match the customer 101 with an agent 150 having certain capabilities. The software ACD 152 matches the requirements of the call with the dynamic agent 150 and node data collected by the node router 146 and then determines, base on the information the node router 146 has for every active agent 150, which agent 150 is available and best qualified to answer the web collaboration request or chat request. Once this is established, the immediate workflow engine 154 signals the web collaboration router 142 to send the web collaboration request or chat request to the application server 170 of the appropriate node.

Please replace paragraph 75 with the following amended paragraph:

[0075] Still referring to FIG. 2a and FIG. 2b, the application server 170 of the appropriate node then performs a screen pop on the GUI of the agent 150 assigned to answer the web collaboration session or chat session. The screen pop preferably includes a chat page and CRM application screens. Unlike the call routing system described above, a customer 101 making a web collaboration request is not "on hold" in the same sense as a customer 101 is when they are waiting for their communication to be routed. Therefore, while a web

collaboration request is being routed to the appropriate agent 150, the web collaboration server sends the customers URLs rather than music until the customer 101 is connected to the appropriate agent 150. It should also be noted here that each hub and each node in the contact center 100 includes an in memory database 180 that replicates necessary data stored in the Nuasis database 156. This is done to insure that all up do date customer 101 information is replicated in every location in the contact center 100.

Please replace paragraph 79 with the following amended paragraph:

[0079] The preferred embodiment of the present invention associates contact requirements with agent 150 skills. It uses workflow engines 122, 154 to collect customer information and calculate desired attributes for each customer contact and stores them in a nuasis database 156.